

NOV 30 2005

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**To:** Examiner: Matthew L. Brooks  
Group Art Unit: 3629  
Confirmation No.: 1976

**From:** John S. Sensny, Esq.

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**Fax:** 703-872-9306 **Pages:** 5 (Including fax cover sheet)

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**Phone:** **Date:** November 30, 2005

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**Re:** Applicant: Sridhar Krishnamoorthy  
Serial No.: 10/796,345 **CC**  
Filed: March 9, 2004  
For: "METHOD, SYSTEM AND  
PROGRAM FOR INTEGRATED SERVICE  
MANAGEMENT"  
Docket: END920030147US1 (17238)  
JSS:jy

## **REQUEST FOR CONTINUED EXAMINATION (RCE)**

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2. Authorization to charge IBM Deposit Account No. 09-0457/IBM in the amount of \$790.00 for the RCE Fee; and
3. Certificate of Facsimile Transmission, dated November 30, 2005 (in duplicate).

### **FOR:**

Applicants: Sridhar Krishnamoorthy  
Serial No.: 10/796,345  
Filed: March 9, 2004  
For: "METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT"  
Docket: END920030147US1 (17238)  
JSS:jy

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<b>CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)</b> Applicant(s): <b>Sridhar Krishnamoorthy</b>			Docket No. <b>END920030147US1 (17238)</b>	
Application No. <b>10/796,345</b>	Filing Date <b>March 9, 2004</b>	Examiner <b>Matthew L. Brooks</b>		Group Art Unit <b>3629</b>
Invention: <b>METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT</b>				
CONFIRMATION NO.: <b>1976</b>				
<p>I hereby certify that this <u><b>REQUEST FOR CONTINUED EXAMINATION (RCE)</b></u> (Identify type of correspondence) is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u><b>(571) 273-8300</b></u>) on <u><b>November 30, 2005</b></u> (Date)</p> <p><u><b>John S. Sensny, Reg. No. 28,757</b></u> (Typed or Printed Name of Person Signing Certificate)</p> <p><u><i>John S. Sensny</i></u> (Signature)</p> <p>Note: Each paper must have its own certificate of mailing.</p> <p><b>BEST AVAILABLE COPY</b></p>				

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REQUEST  
FOR  
CONTINUED EXAMINATION (RCE)  
TRANSMITTALAddress to:  
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P.O. Box 1450  
Alexandria, VA 22313-1450

Application Number	10/796,345
Filing Date	03/09/2004
First Named Inventor	Sridhar Krishnamoorthy
Art Unit	3629
Examiner Name	Matthew L. Brooks
Attorney Docket Number	END920030147US1 (17238)

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. **Submission required under 37 CFR 1.114** Note: If the RCE is proper, any previously filed unentered and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).
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- i. ☐ Amendment/Reply
- ii. ☐ Affidavit(s)/Declaration(s)
- iii. ☐ Information Disclosure Statement (IDS)
- iv. ☐ Other \_\_\_\_\_
2. **Miscellaneous**
- a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(i) required)
- b. ☐ Other \_\_\_\_\_
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## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Signature	<i>John S. Sensny</i>	Date	November 30, 2005
Name (Print / Type)	John S. Sensny	Registration No.	28,757

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Name (Print / Type)	John S. Sensny		

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Application No. <b>10/796,345</b>	Filing Date <b>March 9, 2004</b>	Examiner <b>Matthew L. Brooks</b>	Group Art Unit <b>3629</b>

Invention: **METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT**

**CONFIRMATION NO.: 1976**

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John S. Sensny, Reg. No. 28,757  
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<b>REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL</b>  Address to: Mail Stop RCE Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450	Application Number	10/796,345
	Filing Date	03/09/2004
	First Named Inventor	Sridhar Krishnamoorthy
	Art Unit	3629
	Examiner Name	Matthew L. Brooks
	Attorney Docket Number	END920030147US1 (17238)

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